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PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
 Baggenstoss et al.) Examiner: **Nguyen, Quynh H.**
)
 Serial No.: **10/733,137**) Art Unit: **2642**
)
 Filed: **December 11, 2003**) Confirmation No. **8268**
)
 For: **Managing the Selection of Performance**)
 Interventions in A Contact Center)

INFORMATION DISCLOSURE STATEMENT

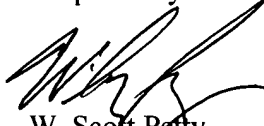
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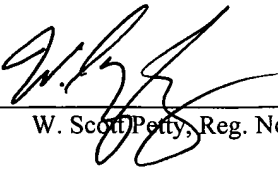
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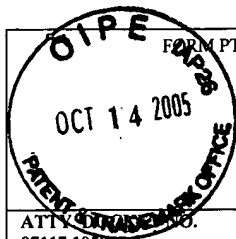
Respectfully submitted,


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ATTY. OR AGENT NO. 07117.105017	SERIAL NO. 10/733,137	FILING DATE December 11, 2003
APPLICANT Baggenstoss et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	364	401	1/3/1991
	AB	5,299,260	3/29/1994	Shaio, Jack	379	265	7/29/1993
	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265	1/14/1993
	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265	2/17/2000
	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
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	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
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	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
	AJ						

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO
	AK						
	AL						
	AM						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AN		
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EXAMINER	DATE CONSIDERED
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	